



# Annual Report 2023 – 2024



**LIONS**  
*Haven*  
FOR THE AGED

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# Foreword

## BY CEO, ALEX NAGY

**In the short period since undertaking the role as CEO at Lions Haven of the Aged, I have been filled with a profound sense of gratitude and respect for the incredible legacy that has been built here. The Lions Haven is not just a place where care is provided; it is a thriving community that exemplifies the highest standards of professionalism, compassion, and dedication.**

During my initial interview and onsite visit, I was deeply impressed by the strong commitment of the team members and the board. Their unwavering principle of putting residents first, combined with their exceptional skills and experience, creates an environment where our residents truly feel valued and cared for. The passion and pride each team member bring to their work is the foundation of the exceptional care we deliver every day.

The culture of excellence that has been established here for some time is a testament to the hard work and dedication of those who have come before me. I am excited to be part of such a proud workforce, and I am committed to building upon this strong legacy as we look toward the future.

Together, we will continue to innovate and enhance the services we provide, ensuring that every resident receives the respect and dignity they deserve.

I am committed to leveraging my experience in hospitality and aged care to enhance resident outcomes through a compassionate, safe, and professional approach. Harnessing my deep understanding of the nuances in customer care, along with a strategic vision for the Haven, will ensure that every initiative is designed to improve the quality of life for residents while upholding the highest standards of excellence.

I am excited to embark on this journey with all of you. Let us continue to work together, supporting each other and our beautiful residents, as we uphold the values that make Lions Haven for the Aged a leader in aged care and the preferred home for residents to live.

Thank you for your warm welcome, and for the remarkable opportunity this facility brings.

**Alex Nagy**  
Chief Executive Officer

# Welcome FROM THE CHAIR OF THE BOARD



## It is with great pleasure that I present to you the 2024 Annual Report.

I want to begin by thanking our Lions Haven family, our staff, volunteers, suppliers and partners who are truly dedicated to the welfare of our communities and work with us to empower and enrich the lives of our residents each and every day. I have been privileged this year to witness firsthand, personalised and inclusive care delivered from the heart. Whether on special occasions and celebrations or simply at mealtimes, joy and compassion and a commitment to continuous improvement drives every action and function across the Haven. The fiscal year 2023-24 saw Lions Haven for the Aged Ltd (Lions Haven) return to an operating surplus, despite ongoing challenges in the sector and at Lions Haven. The attached financial report provides comprehensive details of our finances. Putting our modest profit to good use, Lions Haven has commenced refurbishment across the facility with a commitment to upgrade equipment, rooms, and common areas within the Haven, an ongoing process that maximizes bed availability while minimizing inconvenience to residents and staff. The positive outcomes are not only financial. The collective efforts of the management, staff, and the Board have been instrumental in ensuring the delivery of exceptional services to all residents and their families. Dedicated efforts across the organisation have contributed to elevating our

aged care star ratings, seeing the Haven progress from a 3-star rating to a 4-star rating within the benchmarks set for the entire Aged Care industry. We have also been building our systems and infrastructure to support our team to deliver quality care. Notably, we have upgraded our clinical management system, an important tool to enhance care for our residents and to support our dedicated staff.

The year has not been without its challenges, including:

- Management of COVID-19 and other outbreaks such as Influenzas.
- Like many organisations and residents on the Gold Coast, the Haven was affected by a loss of power during the devastating Christmas Day storms, followed immediately by a heatwave. Our amazing staff went above and beyond to ensure the safety and comfort of our residents, and their dedication is acknowledged.
- Our Chief Executive Officer of three years resigned in June 2024. We thank Carlie for her efforts during her time with us and wish her every success.
- The ongoing sector reform, including uncertainty around legislative reform.

Our dedicated Board of Directors showcased their expertise and experience in guiding the Haven throughout the year. Committed to continuous improvement, all Board members have engaged in training programs, and many have attended industry and governance events to enhance their knowledge and skills in Governance and Aged Care. We farewelled Scott Tegan from our Board and welcomed Letitia Del Fabbro who brings expertise and experience in the clinical nursing sector and chairs our Clinical Governance Committee. Our four Committees have met quarterly, and I thank Directors for the commitment and passion with which they have chaired and participated in committees, providing additional governance and oversight, supporting policy development and clinical care. In October, we welcomed new CEO, Alex Nagy and look forward to working with him as he over 35 years' experience in the hospitality and Aged Care Industries to the role. Having held senior executive positions both in Australia and Internationally, he excels in enhancing customer outcomes with a focus on compassionate, safe, and professional care. We extend our heartfelt gratitude to our member Lions Clubs for their generous contributions over the past year, which have been significant. We anticipate that, with their continued support, and yours, we will continue to enhance our visibility in the Gold Coast Community and within the broader Lions (International) community. As always, we welcome ideas and suggestions which could further support and enhance our home and encourage you to visit, volunteer or call us to arrange a tour.

Kellie Trigger

Chair - Board of Directors

# Lions Haven

## THE YEAR IN REVIEW

Having joined the Lions Haven for the Aged board this time last year, I have been privileged to witness the growth and development of the Haven and the dedication of all staff, always ready and willing to shoulder increased responsibility during challenging times.

The year has brought significant changes to the operations of Lions Haven for the Aged. The past six months has seen the resignations of three of the senior management team including the General Manager and Operations Manager, and most significantly the CEO, who resigned in June after a long spell of poor health.

As a director of Lions Haven and having had experience in managing a residential aged care facility, I was requested by the Lions Haven Board to assist, along with the Board Secretary Dianne Reilly, with the management of the facility until a new CEO was recruited. I commenced at Lions Haven in that role on Monday 17 June. As you are aware by now, the new CEO, Alex Nagy, has been appointed, and commenced in his role on 7 October.

Given that I had been for some years retired, it was a challenge for me to again work within the industry, albeit on a part-time basis, and I relied heavily on the expertise of the remaining management team and senior staff in performing the duties required of me. I was not let down, as all staff without exception provided me with great support. I believe that we have between us, begun to ring changes in Lions Haven that will lead to much improved communications between the Board, management, staff and residents, and therefore provide even better outcomes for residents and their families.

After the new CEO commenced in October, I happily stood aside knowing that the future of Lions Haven is in the great hands of a management team and staff that have consistently shown the professionalism and expertise, and the genuine care and great heart that ensures we continue to provide the best of outcomes for our residents.

A portrait of Shane Wright, an older man with grey hair and a mustache, wearing a blue and white plaid shirt. The background is a solid orange color.

Shane Wright  
Interim Executive Director



# Who we are

## MISSION STATEMENT

### Our VISION

To enhance the lives of our residents through the provision of quality care services, delivered with compassion and respect for all residents at all times.

### Our MISSION

Our mission is to provide the highest standard of care, tailored to meet the preferences, dignity and privacy of the individual resident and their families.

We will deliver safe, inclusive and culturally appropriate services to meet the physical, emotional and spiritual needs of each of our residents.

We will continuously improve the environment, experience and culture at Lions Haven, so that the residents, their families and staff feel supported, safe and valued.

## Our VALUES

Q

Quality care,  
Quality services,  
Quality of life

U

Understanding,  
Unfailing

A

Aspiring,  
Always

L

Lifestyle,  
Love,  
Life

I

Integrity,  
Innovation

T

Trust,  
Teamwork

Y

Yours.  
Your home,  
your care,  
your way.



# Our Commitment DIVERSITY AND INCLUSION

## Acknowledgement OF COUNTRY

Lions Haven is situated on the land of the Kombumerri people whom we acknowledge as Traditional Custodians of the land around us. We acknowledge and pay our respects to the Kombumerri people and the Yugambeh language group and their connection to land, sea and community.

We extend this respect to their descendants past, present and emerging, and to the many Aboriginal people from other regions as well as Torres Strait and the South Sea Islander people who have made an important contribution to this community.



## Diversity AND INCLUSION

The Commonwealth Government's Aged Care Diversity Framework aims to make sure our aged care services are respectful and inclusive. All people have a right to quality care, no matter their social, cultural, language, religious, spiritual, psychological, medical or care needs.

Person-centred care means residents are supported in deciding their own care as much as practicable while ensuring safety and quality and their lifestyle choices and independence is recognised.

At Lions Haven we ensure equitable access and outcomes for all residents and family members and embrace the diverse characteristics and life experiences of our consumers. In providing quality, person-centred care, we aim to meet the diverse needs of residents including:

- people from Aboriginal and Torres Strait Islander communities
- people from culturally and linguistically diverse backgrounds
- people who are financially or socially disadvantaged
- veterans
- people who are homeless or at risk of becoming homeless
- care leavers
- parents separated from their children by forced adoption or removal
- lesbian, gay, bisexual, transgender and intersex people
- people who live in rural or remote areas.

The Lions Haven refers to the range of resources provided by the Commonwealth Government's Diversity and Inclusion Strategy including Diversity Action Plans and guidelines to support staff and board members to meet our commitment to diversity and inclusion.

# Governance

## BOARD, COMMITTEES, LIONS ETHICS

In accordance with the principles set forth by Lions International, our board and staff at Lions Haven for the Aged are committed to upholding the purpose and ethics.

### Board Members

Kellie Trigger – Chair  
Dianne Reilly – Deputy Chair, Director and Secretary  
Letitia Del Fabbro – Director (Clinical)  
Max Tunnicliffe – Director  
Ross Bussell – Director  
Bill Stinchcombe – Director  
Gary Pagotto – Director  
Frances Nichols – Director

### Board Sub-Committees

#### **Finance, Audit and Risk Committee:**

Gary Pagotto (Chair), Frances Nichols Director,  
Rikard Kumlin (Accountant)

#### **Quality Care and Clinical Governance Committee:**

Letitia Del Fabbro (Chair), Kellie Trigger (Director),  
Jharmane Kelly (Clinical Director) and Clinical  
Management Team

#### **Consumer Advisory Committee:**

Dianne Reilly (Chair), Max Tunnicliffe (Director),  
Jharmane Kelly (Clinical Director) and kitchen and  
lifestyle team members.

#### **Governance, Nominations and Remuneration Committee:**

Kellie Trigger (Chair), Max Tunnicliffe (Director),  
Gary Pagotto (Director), Bill Stinchcombe (Director),  
Dianne Reilly (Director)

### *Lions Clubs International* CODE OF ETHICS

To show my faith in the worthiness of my vocation by industrious application to the end that I may merit a reputation for quality of service.

To seek success and to demand all fair remuneration or profit as my just due, but to accept no profit or success at the price of my own self-respect lost because of unfair advantage taken or because of questionable acts on my part.

To remember that in building up my business it is not necessary to tear down another's; to be loyal to my clients or customers and true to myself.

Whenever a doubt arises as to the right or ethics of my position or action towards others, to resolve such doubt against myself.

To hold friendship as an end and not a means.

To hold that true friendship exists not on account of the service performed by one to another, but that true friendship demands nothing but accepts service in the spirit in which it is given.

Always to bear in mind my obligations as a citizen to my nation, my state, and my community, and to give them my unswerving loyalty in word, act, and deed. To give them freely of my time, labour and means.

To aid others by giving my sympathy to those in distress, my aid to the weak, and my substance to the needy.

To be Careful with my criticism and liberal with my praise; to build up and not destroy.





# Governance COMMITTEE REPORTS

## Quality Care and Clinical Governance Committee

The Quality Care and Clinical Governance Committee was established to consider and support our workforce and visiting health providers to provide safe, quality clinical care as part of a holistic approach to aged care that is based on the needs, goals and preferences of residents.

The committee aims to ensure clinical quality and safety approaches are achieved across the whole business including when we engage third-party providers. Functions of the committee include:

- Reporting and monitoring clinical quality and safety trends and outcomes for all clinically relevant activities.
- Providing oversight to ensure systems, policies and procedures are in place for the appropriate management and mitigation of any clinical risks.
- Supporting management to drive contemporary best-practice.
- Enabling and monitoring compliance with any future external clinical standards.
- Providing oversight of systems, policies, and procedures which empower staff and volunteers and supports health and wellbeing.
- Oversight and monitoring of National Aged Care Mandatory Quality Indicator Program (NQIP) data and trending.

It has been a pleasure working with our dedicated clinical team this year and supporting continuous improvement across all aspects of nursing and personal care.

Letitia de Fabbro  
Committee Chair



## Governance and Remuneration Committee

In general, the purpose of the Governance Committee is to oversee how the board of directors functions. This group is part of the checks and balances that ensure the board is complying with industry, state, and federal regulations and the nonprofit's established governance framework.

The committee oversees the Lions Haven's governance framework, including the assessment of the effectiveness of governance policies and practices. It monitors the board's compliance with legal and ethical requirements, regulations, and laws and the board's and committee's practices, including the evaluation for improvement. Supporting good governance by promoting the healthy development and functioning of the board, its committees and individual members helps the board carry out its due diligence.

As a not-for-profit organisation, this committee helps ensure that the board and the Lions Haven complies with government regulation and expectations. This year the committee developed several policies which apply to both the board of directors and the Lions Haven executive and workforce.

Policies developed this year were: Flexible Work Policy, Conflict of Interest Policy and Motor Vehicle and Other Equipment Policy. After some amendments in 2023, there were no changes proposed to the Lions Haven Constitution this year.

I thank the members of the committee and the board for their diligence and attention to all aspects of their duties and responsibilities, their willingness to learn and to grow the executive and senior staff of the Haven for their support and commitment over the past 12 months.

Kellie Trigger  
Committee Chair

# Governance COMMITTEE REPORTS

## Finance, Audit and Risk Committee

The Finance, Audit and Risk Committee is responsible for overseeing risk and risk related activities of Lions Haven, other than those that are the responsibility of the Executive Management (operational risks), Board or delegated to other Board Committees. The Committee oversees and monitors financial reporting, other periodic reporting, audits, capital management, risk management and internal control. A continuous improvement process is adopted ensuring supporting process and practices continually evolve. This past year we achieved a healthy increase in the value of our investments and realised dividends which were then assigned to a capital works schedule for necessary work and improvements to amenities and environment for the benefit of our residents.

Key activities in FY 2024 included: -

- Review of draft financial budgets and ongoing monitoring of financial performance.
- Overseeing Lions Haven's investment portfolio with review of investment strategy both short and long term.
- Review of existing and developing policies and procedures for ratification by the Board.
- Ensuring Lions Haven's information and technology systems keep pace with business requirements.
- Monitoring compliance with risk tolerances and a continuous review of macro risk ratings.
- Ensuring Lions Haven's insurances are adequate and current.
- Prioritising Lion Haven's capital expenditure requirements.
- Monitoring workplace recruitment and turnover together with workplace health and safety.
- Monitoring compliance submissions for accuracy and timeliness of rendition.

Gary Pagotto  
Committee Chair

## Consumer Advisory Committee

The Consumer Advisory Committee formalises our engagement with residents and their representatives, to deliver better quality care and services and drive improvements for our consumers in accordance with the Aged Care and Other Legislation Amendment (Royal Commission Response) Bill 2022.

The Committee was established to ensure that our residents remain at the centre of care and provides coordinated consumer input into all aspects of the organisation. The Committee provides an ongoing mechanism for consumers and representatives to participate in care planning, delivery and assessment and make a positive difference for residents and the Lions Haven community.

We want to ensure that the focus is on the consumer in all aspects of governance and care. This includes embedding the residents' voices in care and services, engaging with residents and their representatives, implementing, and monitoring systems and processes which foster consumer centred care, ensuring that organisational systems have a consumer centred focus and monitoring services and care to align with consumer needs and preferences.

The Committee meets quarterly in February, May, August and November and all residents and/or their families or representatives are welcome to attend.

Consumers, our residents, have led discussions around improvements in food and meal planning, elevating the dining experience and enhancing the environment. Changes have been made to address concerns raised with the focus on kitchen and dining room refurbishments.

We extend our thanks to our regular attendees and everyone who has provided feedback this year and of course, we encourage feedback from our consumers at all times. If you would like to put something on the agenda or just want to come along and see what it is all about, let our lifestyle team know or email me on [dianne\\_reilly@outlook.com](mailto:dianne_reilly@outlook.com).

Dianne Reilly  
Committee Chair

# *Our people* GENERAL MANAGER AND HUMAN RESOURCES

Over the last year we have had some challenges as well as extremely successful developments within our beautiful home.

With recent changes to our senior management team, our team leaders embraced extended roles to support our staff in every aspect of service and operation to ensure our standards remain high and our residents and staff flourish.

Lions Haven is extremely blessed and thankful for all those who took on additional responsibilities whilst maintaining relationships with all staff, residents, and families.

As Acting General Manager, I supported our department heads including lifestyle, kitchen, environmental, maintenance, and clinical, giving me the opportunity to lead and gain more knowledge across all aspects of the Haven. Together, we have made many changes for the benefit of our residents.



## Star ratings

The Australian Government's Department of Health and Aged Care established the star rating system to help older people, their families and carers compare the quality of aged care homes.

Each aged care home receives an Overall Star Rating and a rating against 4 sub-categories:

- Residents' Experience – based on survey feedback from at least 10% of residents about their experiences at their aged care home.
- Compliance – based on regulatory decisions by the Aged Care Quality and Safety Commission.
- Staffing – based on the average care time residents receive from registered nurses, enrolled nurses, personal care workers and assistants in nursing.
- Quality Measures – based on quality of care for pressure injuries, restrictive practices, unplanned weight loss, falls and major injury, and medication management.

I am pleased to share with you our star ratings, that have very much improved since last year.

- Compliance - 4-stars
- Resident Experience - 3-stars
- Staff - 5-stars
- Quality Measures - 4 stars
- Overall Lions Haven - 4-stars



If you are interested in learning more visit  
<https://www.health.gov.au/our-work/star-ratings-for-residential-aged-care>



or the myagedcare website -  
<https://www.myagedcare.gov.au/find-a-provider/aged-care-homes/1207395>



# *Our people* GENERAL MANAGER AND HUMAN RESOURCES

## Embracing digital transformation

This year, we committed to reducing our environmental impact by embracing digital and cloud-based administration where possible, including the onboarding system for staff and volunteers through Employment Hero. The systems we have put in place have drastically reduced the amount of paper used as well as improved access to documentation for staff and volunteers.

We continue to look forward to ways that we can make changes to protect our environment such as increased solar and water and waste reduction.

## Human Resources and education

With growing demand for skilled workers across the health and aged care sector, this year we committed to building and supporting our own workforce through increased opportunities for nurses and allied health graduates, student placements and traineeships across the Haven.

We have built new relationships with local schools, registered training organisations and local universities. These relationships support our goal of being the employer of choice for training and education, completion of certificates, further learning and traineeships in the health and aged care sector.

We are excited to be training the next generation of aged care and health workers, with a high proportion of students and graduates accepting positions at the Haven. Positive outcomes include a significant reduction in agency staff, maintenance of full master rosters, low staff turnover and improved roster completion.

We continue to maintain high standards and increase knowledge through additional training with organisations such as Dementia Australia

Training and Changing Futures. Facilitating specialised and enhanced training on site ensures our staff continue to gain knowledge and expertise to provide the best care possible.

We recently moved our online training program to Ausmed, a major project that has now been rolled out and embraced by the staff. Ausmed holds mandatory training for all aged care workers and offers continuous access to additional training that staff can access at any time.

Our commitment to a healthy work culture includes recognition of staff achievements and the celebration of special days such as Aged Care Workers Day, Nurses Day, RUOK day and many more with support sessions, breakfasts, BBQs, lunches, and events. Maintaining a compassionate, nurturing, and safe work environment for all staff and visitors underpins our commitment to quality care delivered from the heart.

Our staff love nothing more than dressing up and entertaining our residents! They approach every aspect of care with joy and compassion, from hosting orientations, to engaging with external stakeholders, maintaining our beautiful grounds, preparing, and serving meals and delivering the highest standard of clinical care.

With ongoing reform impacting the aged care sector, including new legislation and quality standards, we remain committed to excellent staffing levels and supporting our increasingly skilled and diverse workforce.

Their commitment to our residents and to each other throughout what has at times been a challenging year has in fact built a better and more cohesive team, delivering better outcomes for our residents than ever before.

Each and every member of our team should be proud of all we have achieved this year.

**Belinda Olliver**

Acting General Manager and  
Human Resources Manager

# Care and Accommodation

## CLINICAL CARE AND ACCOMMODATION

While 2024 has been a year of great change, our clinical care staff continued to demonstrate their passion for quality care through innovation, attention and compassion. Following a recent visit from Access Care Network Australia (ACNC), senior assessors wrote to express their thanks. Here is an excerpt from that correspondence:

"Your reception staff were warm, friendly and knew exactly who we were and what our needs would be for the day. Your facility was not only prepared, but they were so warm, helpful and friendly.... I am pleased to say Lions Haven for the Aged was the facility that exceeded her expectations, and she really enjoyed her visit to your facility." Denise Moyle, Senior Clinical Assessor, ACNC

We take pride in knowing that our hard work directly impacts our reputation and reflects our dedication to maintaining the highest ethical and clinical standards.

Challenges this year included providing continuity of care during an extended power outage, COVID-19 and Influenza outbreaks and upgrading aging or redundant equipment to ensure quality standards were met at the highest level.

We continue to improve and streamline our admissions process and have enjoyed almost full occupancy throughout the year.

### Ongoing Major Projects:

Lions Haven was invited to participate in a collaborative project between Gold Coast Health and the Gold Coast Primary Health Network, aimed at enhancing after-hours support for residential aged care facilities. Staff members completed a survey distributed by the Queensland Government's Residential Aged Care Facility Support Service (RaSS).

The responses will assist the project team in understanding current after-hours processes and challenges, while also enabling staff to identify their clinical strengths, areas for improvement, and personal development needs.

The RaSS team is currently providing both on-site and off-site support to our facility. This includes bedside mentorship for registered staff and case management assistance for residents with frequent hospital admissions.

### Refurbishment of treatment room/purchase of medication fridges

The refurbishment of the new treatment/medical room is in progress, which includes the acquisition of three new medication refrigerators. The addition of these new refrigerators will facilitate effective temperature monitoring and storage of medications that require refrigeration.

The refurbishment will be conducted in both the lower and upper sections of D, as well as in the former location of the hydrobath (A house). All medical supplies will be consolidated in A house, with clearly defined procedures established for inventory management.



# Care and Accommodation

## CLINICAL CARE AND ACCOMMODATION

### Reporting and training

Our clinical team is diligent in meeting National Quality Indicator Program (NQIP) reporting requirements each quarter, ensuring that all data is accurately presented to capture the full scope of care activities within the facility. This quarterly data is carefully reviewed to benchmark our performance against other aged care facilities nationally, driving our commitment to continuous improvement.

Our dedication to quality is evident through our proactive engagement in a range of quality improvement initiatives. We continuously address practice gaps and align clinical processes with the latest aged care reforms and legislative requirements.

Recent quality improvement projects include the implementation of monthly International Dysphagia Diet Standardisation Initiative (IDDSI) meetings, where staff from various departments taste-test modified textured meals to ensure compliance with relevant guidelines.

We consistently adhere to the Serious Incident Response Scheme (SIRS) reporting requirements, which demonstrates our accountability for clinical events. This reporting process enables our clinical team and staff to identify and address practice gaps, ultimately fostering better health outcomes and ensuring the provision of safe, high-quality care.

In response to the evolving needs of our residents, we have recently appointed specialised clinical positions to further enhance the quality of care at Lions Haven. Our weekly GP rounds are coordinated by our dedicated GP nurse and clinical lead team. These rounds are crucial for ensuring seamless care delivery and facilitate the timely implementation of recommendations and interventions from GPs.

Additionally, we have established a dedicated care planner role to ensure that all residents' care

plans are up-to-date and shared with families for their review and input. This practice significantly improves communication between staff, residents, and families, thereby enhancing overall care delivery.

Our quality and compliance lead plays a critical role in analysing and reporting on incident and quality data to identify trends, strengths, and areas for improvement. This role includes managing serious incident reports and completing and mapping NQIP data with support from the clinical lead team.

To ensure our staff remain knowledgeable and skilled, we provide access to various educational platforms, including online training via Ausmed, tailored toolbox education, and both onsite and offsite training from service providers. These comprehensive efforts underscore our unwavering commitment to delivering exceptional care and continuously refining our practices to meet the evolving needs of our residents.

On behalf of the clinical team, we express our profound pride and appreciation for the exceptional care and support provided daily by our care and clinical staff. The staff's commitment to upholding the values and mission of Lions Haven plays a crucial role in shaping the quality of our facility.

Each team member demonstrates remarkable dedication, making a significant impact on the lives of our residents and contributing to the continued excellence of our care.

Jharmaine Kelly  
Clinical Director

Tamara Payne  
Care and Admissions Manager



# *Living Well* LIFESTYLE

## Enhancing the well-being of our residents through person centred activities.

Enhancing residents' well-being through person centred activities involves tailoring residents' care plan' to meet the individual needs, preferences and needs of each individual resident.

We understand every resident's needs and preference is different and understand that some residents enjoy social interaction while prefer the comfort and privacy of their room, and their choices can change depending on the activity and how they are feeling. Their choice is always respected.

After admission, our lifestyle team introduces themselves to our new resident, spending one on one time with them getting to know them and familiarising them with their new home and our activities program.

The Lifestyle team provides residents with the opportunity daily to attend activities of interest whether in a group situation or through person-to-person centred activities.

We work with family members to complete our lifestyle assessments to enable us to personalise each resident's care plan and provide activities of their interest. Personalised assessments begin with us understanding the resident's background, culture, interests and past or current hobbies and past occupation. This assessment helps us to design meaningful activities.

By focusing on Personalised Care Plans, person centred activities promote and enhance emotional, social and physical well-being.

## Cognitive and physical engagement:

Activities need to be designed to stimulate both the mind and body. At Lions Haven for the aged, this is done with Bingo. Hoy, quizzes, trivia and word games. We also encourage gentle exercises under the guidance of our Occupational Therapist and Allied Health assistant.

## Choice:

Residents can choose from a variety of activities, encouraging a sense of control, promoting empowerment and engagement with residents of similar interest.

Feedback for activities' effectiveness and suggestions are provided at residents' meetings which is then implemented in our monthly calendars.

This year, we introduced a resident's voice committee for residents to provide feedback and suggestions for activities and improvements to the environment.

## Social interaction:

Our lifestyle team encourage residents to attend social engagements to promote connection and a sense of community and belonging.

## Cultural and religious:

We also incorporate activities that are culturally relevant to residents through Armchair travel and food tasting, learning of other cultures and values.

## Continuous feedback:

We regularly seek feedback from residents and their families around the effectiveness, enjoyment and delivery of activities. Residents and families are encouraged to provide feedback through our feedback forms and residents and relatives meetings. We also attend the quarterly Consumer Advisory Committee meetings chaired by the board and support and facilitate residents' and relatives attendance.

Monthly calendars are adjusted to reflect any changes through our feedback systems. We pleased to be able to act on feedback from residents regarding the need for an additional staff member to facilitate weekend activities for D house.

## Volunteers:

Volunteers play a vital role in our lifestyle programs. Volunteers assist lifestyle staff in facilitating activities whether in groups or one-one-one engagement.

They assist lifestyle staff to maintain a wholistic approach to the welfare of our residents by providing an opportunity for effective communication, socialisation, stimulation and enjoyment.

We are currently working with the Gold Coast volunteer scheme to source more volunteers for our residents, further encouraging communication, socialisation and providing company.

# Living Well LIFESTYLE

## Intergenerational program:

The intergenerational programs are well received by our residents who are involved in visiting a local childcare centre and enjoying the interaction with young children, creating meaningful connections for both.



Our dress up and themed days have become very popular with residents and staff participating in themed events such as book week, Christmas in July, Rock n Roll and Halloween.



## Interaction with animals

Our residents have enjoyed the interaction with animals in recent activities as we take every opportunity to bring in baby farm animals, puppies and ponies! They also enjoy cuddles and pats with visiting pets brought in by families and staff.



## Empowering Residents

At Lions Haven for the Aged we encourage and believe that every resident's voice matters. We encourage residents to actively have a say in shaping their environment and making choices that reflect their preferences and needs in the activities and environments provided.



Our volunteers are very much valued as they bring in another aspect of care and normalcy to our home with their visits. Whether in the café, gardening, entertaining, sharing hobbies and crafts or just spending time chatting with a resident, everything a volunteer brings adds to the joy and well-being of our residents.

If you are interested in volunteering at the Haven, please call us or email me [lifestyle@lionshaven.com.au](mailto:lifestyle@lionshaven.com.au)

Shirley O'Meagher  
Lifestyle Manager

# Living Well LIFESTYLE

## Elevated Dining

At Lions Haven we understand that good food and enjoyment of meals are vital for health, happiness and general well-being and we strive to continuously enhance the dining experience for all our residents. We know that dining is about more than nutrition and a balanced diet, it is also about enjoying the company of others in a home-style environment, sharing stories and tastes from other cultures and catering to changing needs and dietary requirements.

Our residents are vocal in providing feedback through monthly food focus groups, the quarterly Consumer Advisory Committee and recently established Resident Voice Committee. Food is often the main topic of conversation around the Haven!

Our kitchen and food service staff have been working hard this year to improve the dining experience for our residents through extended menu options, availability of snacks and food items outside of mealtimes and the amenity of our dining rooms.

Approximately 12 months ago, we introduced the role of Food Service Assistants (FSAs) to ensure comprehensive staff coverage for breakfast, morning tea rounds, lunch and dinner service and to maintain the highest standard of cleanliness in dining areas.

Our full-time Chef, Chef Beck, is also 2IC of the kitchen and is continuously upgrading and extending our menu and the skills and knowledge of our kitchen and food services team. Her contributions have been invaluable, particularly during my absence.

The Catering Team regularly manages special events in conjunction with the Lifestyle team including High Teas, the Biggest Morning Tea (Cancer Fundraiser), Easter High Tea, Harmony Day, and Christmas in July to name a few. Family, friends and board members enjoy being 'guests' at these successful events.

Some of the improvements we have made to elevate the dining experience include:

- The purchase of food trolley warmers to ensure food maintains heat from kitchen to table
- New table linen and centrepieces to improve amenity, hygiene and access to condiments of choice
- New menu folders updated daily to provide more choice and streamline ordering

The year has not been without its challenges, most notably, the Christmas Day evening storm which resulted in extended power and internet outages. We experienced major food loss, including perishable items prepared for the Boxing Day lunch. Pulling together as a team, we secured a portable fridge despite the high demand and through our suppliers in Brisbane, facilitated the timely delivery of supplies to manage our limited cold room space.

Utilising gas and outdoor BBQs our dedicated kitchen team, led by Chef Beck, created delicious and nutritious meals, demonstrating their exceptional resilience, innovation and deep care for our residents during this challenging time.

This year I was also honoured to have received the HLAC HEROES award (Hospitality & Lifestyle Aged Care Heroes award) in recognition of my personal contributions within this role. Please find the link to the award attached: <https://www.soupedup.com/post/2023hlacheroeswinners>.



Kylie Cusack  
Kitchen Manager



# Living Well LIFESTYLE



## Gardens and facilities for living well

Despite the many challenges this year, most notably the Christmas Day storm and power outages, we have continued to improve and upgrade the grounds and facilities for the enjoyment of our residents and guests.

Our maintenance and environmental teams are constantly working to create to better, safer and more beautiful spaces and in the coming months will focus on further enhancing outdoor spaces and upgrading indoor spaces for both residents and staff.

Projects in 2024 have included:

- King Single bed roll out - residents reporting greater comfort and safety with the larger beds.
- Glass sliding doors installed in C house Lounge – allowing more natural light and increased sense of space.
- Smoke detector upgrade - has stopped all the false alarms.
- Repainting of C house ceilings and walls.
- Fan upgrade - upgrading fans across the Haven to a sealed poly material for longevity.
- B of D foot paths - linking the back of C house up to the front fire exit.
- Sliding gate in driveway near CEO office - has slowed all truck traffic making it safer for vehicles and pedestrians.
- B house smoking area – moving this area stopped smoke entering the rooms and provided smokers a larger area to sit close to the waterfront.

We would Like to thank our long servicing suppliers and business partners who always go above and beyond for the Haven and our residents. We are proud to support local small business for many years.

- Michael Richardson – Electrician. Michael has been our electrician for more than 15 years and is always ready to assist and advise.
- Runaway Bay Plumbing - Ben Hanson. Ben completed his apprentice with his father Wayne who was our plumber for many years and has now taken over the family business.
- Runaway Bay lumbering – a local family business we have been proud to support, and watch grow.
- Mr Cool - Nathen and Travis – have been our air conditioning technicians for more than 15 years. They have been with us ever since they went into business, putting multiple apprentices through their training and growing to a very reliable and well-known air con specialist.
- Dominant Chemicals. We have had a long running partnership with Dominant chemicals and Glen the service representative always goes out of his way to help. We are proud to support this Australian owned chemical company,
- FVS – recently commenced as our fire service provider, bringing us forward in our fire services, upgrading services and equipment including the new emergency lighting system, which when fully installed, will provide additional safety lighting in the event of a power outage.

Planning is underway for even more improvement and refurbishment of our thirty-year old buildings and grounds, interior home designs, outdoor areas and gardens.

Plans include extending areas for residents to enjoy such as a library nook, renovations within the houses and native planted outdoor areas and vegetable gardens for those who enjoy gardening.

Growing our volunteers helps us to help residents feel more capable, connected and empowered and we always welcome volunteers with a passion for gardening and landscaping!

**Peter Bennet**

Maintenance/Facilities Manager

